

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
Joseph F. Khouri, et al. ) Examiner: Not Yet Assigned  
Serial No.: Not Yet Assigned ) Art Unit: Not Yet Assigned  
Filed: Herewith )  
For: A METHOD AND APPARATUS FOR )  
PROCESSING A TELEPHONE CALL )  
(AS AMENDED) )  
A Divisional of: )  
Serial No.: 08/920,669 )  
Filed: August 29, 1997 )

Assistant Commissioner for Patents  
Washington, D.C. 20231

**PRELIMINARY AMENDMENT**

Sir:

Along with the filing of this Divisional Application under Rule 1.53(b) please enter  
this Preliminary Amendment.

"Express Mail" mailing label number: EL617180475US

Date of Deposit: May 14, 2001

I hereby certify that I am causing this paper or fee to be deposited with the United States Postal Service "Express Mail Post Office to Addressee" service on the date indicated above and that this paper or fee has been addressed to the Assistant Commissioner for Patents, Washington, D. C. 20231

Lindy Vajrét

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Lindy Vajrét  
(Signature of person mailing paper or fee)

5-14-01  
(Date signed)

## **IN THE SPECIFICATION**

On page 1, please amend the paragraph starting at line 4 as follows:

The present invention relates to a system for establishing a connection between two individuals in, for example, a call processing environment.

On page 4, please amend the paragraph starting at line 3 as follows:

Embodiments of the present invention provide information about a telephone caller to a telephone agent.

On page 4, please delete lines 6 through 18.

On page 4, please amend the paragraph starting at line 19 as follows:

An embodiment of the invention handles an incoming call by generating a web page that contains information about the caller. Information about the caller is based on the telephone number of the incoming call. An identifier associated with the generated web page is transmitted to an agent that will answer the call.

## **IN THE TITLE**

Please replace the current title with – A Method And Apparatus For Processing A Telephone Call.

## **IN THE CLAIMS**

Please cancel all pending claims without prejudice.

Please add the following new claims.

47. (New) A method of processing a telephone call from a caller, the method including:

receiving the telephone call;

identifying a telephone number associated with the received telephone call;

retrieving information about the caller based on the identified telephone number;

generating a web page containing the retrieved information, wherein the web page has an associated identifier; and

transmitting the identifier associated with the web page to an agent selected to answer the received telephone call.

48. (New) The method of claim 47 including displaying the web page to the selected agent.

49. (New) The method of claim 47 including establishing a connection between the caller and the selected agent.

50. (New) The method of claim 47 wherein the identifier associated with the web page is the uniform resource locator (URL) of the web page.

51. (New) The method of claim 47 including selecting the agent to answer the received telephone call before transmitting the identifier associated with the web page.

52. (New) The method of claim 51 wherein the agent is selected based on the retrieved information about the caller.

53. (New) A system for processing a telephone call from a caller, the system including:

a receiving mechanism to receive the telephone;

an identification mechanism to identify a telephone number associated with the received telephone call;

a retrieval mechanism to retrieve information about the caller based on the identified telephone number;

a web page generating mechanism to generate a web page containing the retrieved information, wherein the web page has an associated identifier; and

a transmission mechanism to transmit the identifier associated with the web page to an agent selected to answer the received telephone call.

54. (New) A system as claimed in claim 53 including a display mechanism for displaying the web page to the selected agent.

55. (New) A system as claimed in claim 53 including a connection device to establish a connection between the caller and the selected agent.

56. (New) A system as claimed in claim 53 including a selection mechanism to select the agent to answer the call.

57. (New) A system as claimed in claim 56 wherein the selection mechanism selects the agent based on the retrieved information about the caller.

58. (New) A machine-readable medium having stored thereon a sequence of instructions that, when executed by a machine, causes the machine to:

receive a telephone call from a caller;

identify a telephone number associated with the received telephone call;

retrieve information about the caller based on the identified telephone number;

generate a web page containing the retrieved information, wherein the web page has an associated identifier; and

transmit the identifier associated with the web page to an agent selected to answer the received telephone call.

## REMARKS

Enclosed is a divisional application and a copy of the Declaration/Oath submitted in accordance with Rule 1.53(b). Please enter this Preliminary Amendment prior to examination of this divisional application.

The Examiner is invited to call the undersigned at (408) 947-8200 if there remains any issue with allowance of this case.

If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,  
BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 05/14/, 2001

  
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André L. Marais  
Reg. No. P48,095

12400 Wilshire Blvd.  
Seventh Floor  
Los Angeles, CA 90025-1026  
(408) 947-8200

**VERSION WITH MARKINGS TO SHOW CHANGES MADE**

**IN THE SPECIFICATION**

On page 1, the paragraph starting at line 4 has been amended as follows:

The present invention relates to a system for establishing connection[s] between two individuals in, for example, a call processing environment. [Additionally, the present invention provides a system for displaying information about a telephone caller to a telephone agent.]

On page 4, the paragraph starting at line 3 has been amended as follows:

Embodiments of the present invention provide [a system for establishing communications between two individuals and for providing] information about a telephone caller to a telephone agent.

On page 4, lines 6 through 18 have been deleted.

On page 4, the paragraph starting at line 19 has been amended as follows:

[Other] An embodiment[s] of the invention handles an incoming call by generating a web page that contains information about the caller. Information about the caller is based on the telephone number of the incoming call. An identifier associated with the generated web page is transmitted to an agent that will answer the call.

**IN THE TITLE**

A Method and Apparatus for [Establishing Connections] Processing A Telephone Call.

**IN THE CLAIMS**

All pending claims have been canceled.

New claims 47-58 have been added.